

# TTB

## Pay.gov Access and User Profile User Guide



**Alcohol and Tobacco Tax and Trade Bureau**

## Table of Contents

Introduction .....	3
What Does This Guide Cover? .....	3
What Does This Guide Not Cover? .....	3
How Do I Access Pay.gov? .....	3
How Do I Change or Reset My Password? .....	5
How Do I Create/Update a User Profile? .....	6
How Do I Complete a New Form? .....	6

### Introduction

Welcome to Pay.gov, the Alcohol and Tobacco Tax and Trade Bureau's (TTB's) System for electronic form filing and payment of excise taxes.

### What Does This Guide Cover?

This guide shows you how to:

- Log into the Pay.gov system;
- Navigate the Pay.gov system;

For information about using this system and how to obtain technical support, please visit the pay.gov web site: **<http://www.ttb.gov/epayment.htm>**.

### What Does This Guide Not Cover?

This guide does not contain information regarding enrollment. For enrollment information, please go to <http://www.ttb.gov/epayment/gettingstarted.htm>. Also, the guide does not contain all the specific instructions for completing each form. If you have any questions about completing or filing any form, contact your TTB Specialist at (513) 684-3334 or toll free at 1-877-882-3277. All of the applicable forms can be viewed or printed at <http://www.ttb.gov/forms/index.htm>.

For information regarding other Pay.gov functions and forms, please refer to separate User Guides, including:

- TTB Pay.gov Excise Tax Return and Payment Electronic Submission User Guide
- TTB Pay.gov Report – Manufacturer of Tobacco Products or Cigarette Papers and Tubes Electronic Submission User Guide
- TTB Pay.gov Brewer's Report of Operations Electronic Submission User Guide
- TTB Pay.gov Brewpub Report of Operations Electronic Submission User Guide
- TTB Pay.gov DSP Monthly Report of Storage Operations Electronic Submission User Guide
- TTB Pay.gov Report of Wine Premises Operations Electronic Submission User Guide

### How Do I Access Pay.gov?

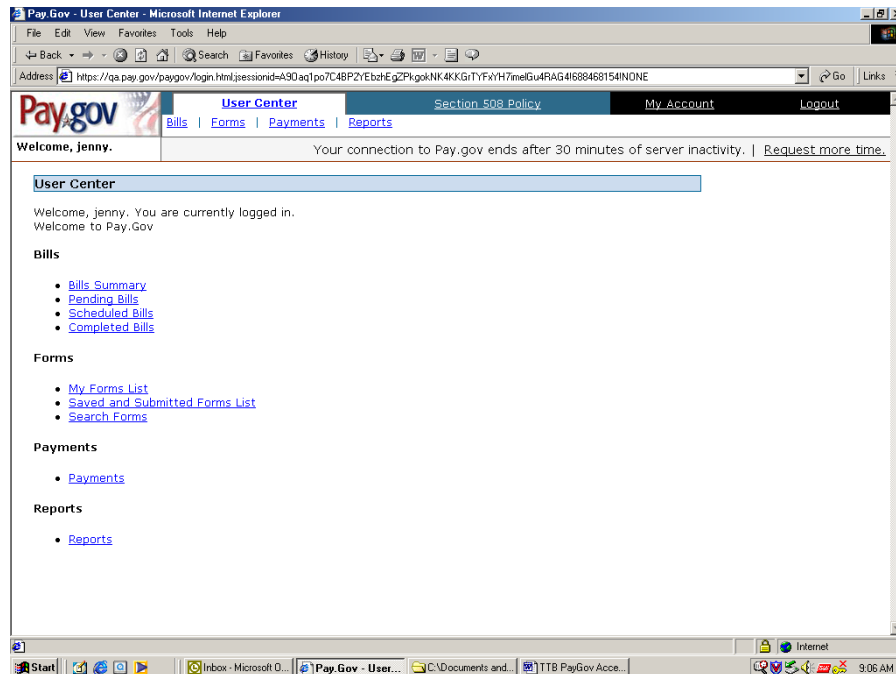
If you have problems accessing Pay.gov, including password or connection problems, please contact Pay.gov Support at 1-877-807-4135 or [pay.gov@dal.frb.org](mailto:pay.gov@dal.frb.org).

Follow these steps to log into the Pay.gov system (Please note that there may some wait time in between pages):

1. Open your web browser (Internet Explorer 6.0 – recommended, Internet Explorer 5.5 or higher and Netscape 4.2 or higher are supported).
2. Type in the following URL: **http://www.ttb.gov/epayment.htm**. Then click on *Connect to Pay.gov*. The following screen appears:



3. Place the cursor in the USERNAME box and type in your username.
4. Press the *tab* key.
5. Type in your password.
6. Click the *Login* button.
7. The following screen appears:



8. You are now logged into the Pay.gov User Center. The session is secure at this point.

### How Do I Change or Reset My Password?

#### **Changing or Resetting Your Password:**

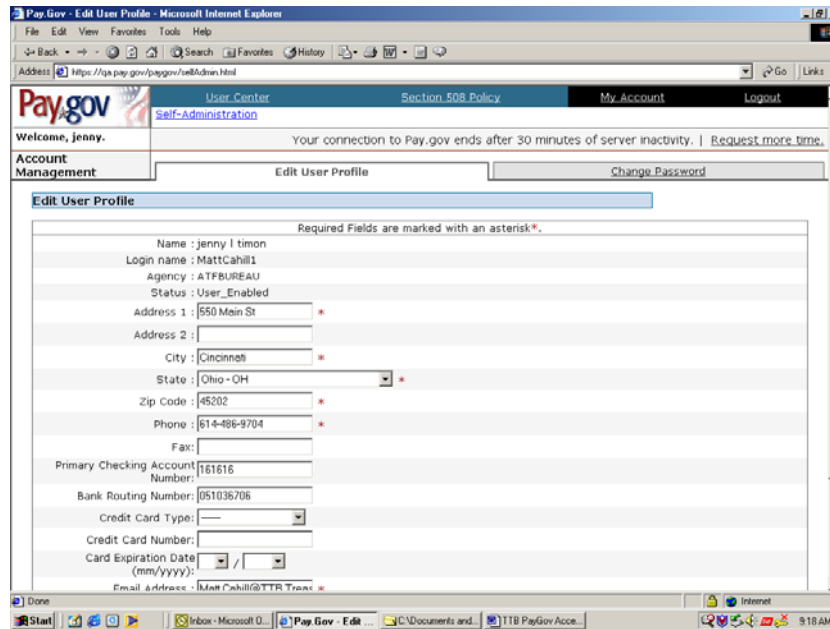
(NOTE: Once you enroll in TTB's Pay.gov program, you will be given a username and initial password. You will then be asked to change your password. )

1. Go to the TTB - Pay.gov site: **<http://www.ttb.gov/epayment.htm>**
2. At this link, click on *Connect To Pay.gov*. The User Login screen will then be displayed.
3. Enter your username and password (which are case sensitive) in the specified fields and click on *Login*.
4. Once you are in, select *My Account* and then select *Change Password*.
5. On the following screen, please enter your old password and your new password twice. After you enter the information, click on *Change Password*.

**Note:** Your password must be at least eight characters long and it must contain both letters and numbers.

### How Do I Create/Update a User Profile?

1. Under USER CENTER, click on *My Account*. The following screen appears:

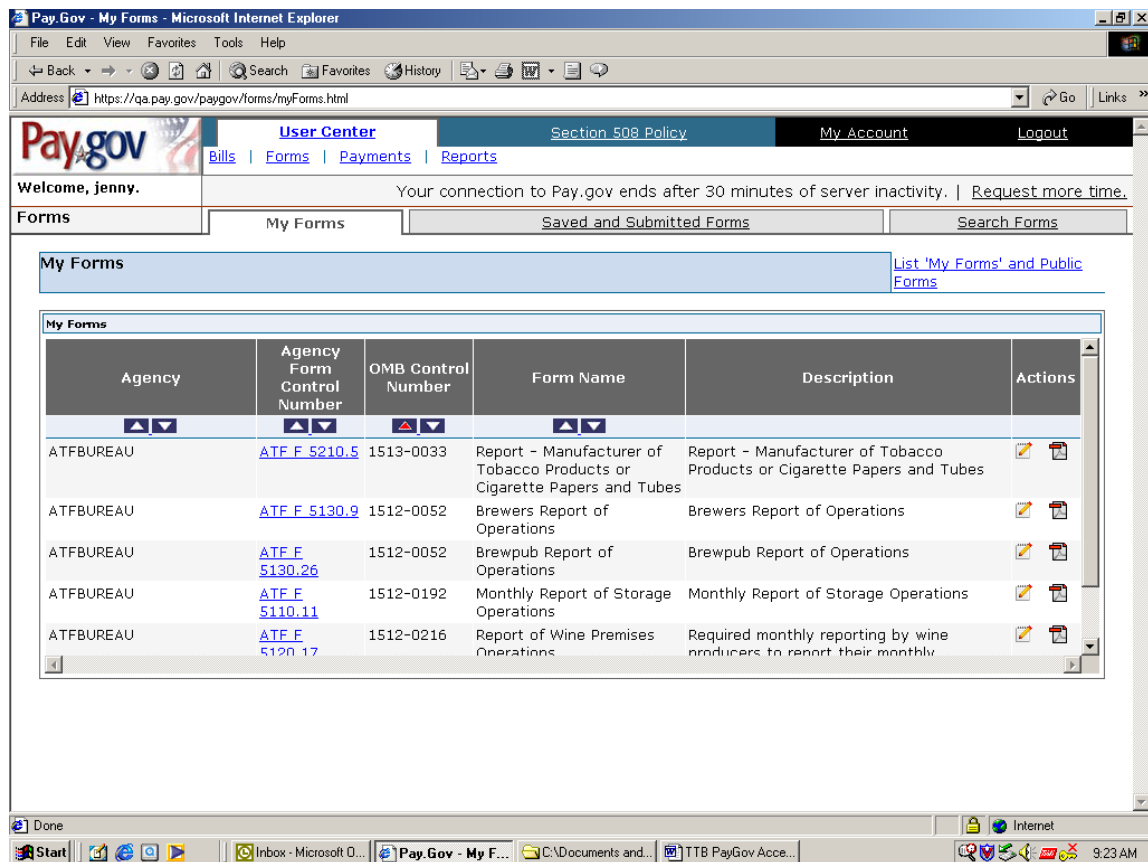


- a. Complete this screen and/or carefully review this screen for accuracy. Information from your User Profile will be used to populate corresponding fields on each of your forms. If you do not complete this information accurately, it will not be accurate when you submit the forms to TTB.
- b. Verify that your name is accurate, as it will appear in the signature block of all of your forms. Your name should be approved for signature authority on file with TTB for your company.
- c. Complete your business address as it appears on your current permit/registration. If you have more than one location, leave the address information for your business blank, so that you can fill it in on each form. IF THE CURRENT INFORMATION ON YOUR PERMIT/REGISTRATION IS NOT CORRECT, YOU MUST CONTACT YOUR TTB SPECIALIST AT (513) 684-3334 OR TOLL FREE AT 1-877-882-3277 IMMEDIATELY.
- d. All taxpayers using Pay.gov to pay excise taxes electronically via ACH should have their account information completed in the non-required fields.
- e. Click the *Save* button.

### How Do I Complete a New Form?

1. From the USER CENTER SCREEN, click on *My Forms* under the *Forms* Listing.
2. The following screen should appear:

## TTB Electronic Filing User Guide



- Carefully review the list of form names and determine which form you need to complete.
- Click on the *Agency Form Control Number* of the form you need to complete.
- To complete and submit the form, select the appropriate form below.  
Excise Tax Return – TTB F 5000.24 (*Alcohol and Tobacco*)  
Report – Manufacturer of Tobacco Products or Cigarette Papers and Tubes – TTB F 5210.5  
Brewer's Report of Operations – TTB F 5130.9  
Brewpub Report of Operations (you may only use this form if you produce less than 5000 bbls and you do not bottle or keg beer) – TTB F 5130.26  
DSP Monthly Report of Storage Operations – TTB F 5110.11  
Report of Wine Premises Operations – TTB 5120.17